WHAT IS CLAIMED IS:

1. A technical support system comprising:

a service information portal section which provides web pages as an information input and output interface;

a knowledge base section which stores various claim reports and solutions related to the claim reports; and

a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from an engineer;

wherein said claim handling section is configured to issue task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report and to update the state of progress in the market countermeasure task upon receipt of the task sheet returned from each of the technical divisions.

2. The technical support system according to claim 1, wherein said claim handling section is configured to visualize the state of progress in the market countermeasure task.

3. A technical support method using a knowledge

base section which stores various claim reports and solutions related to the reports, said method comprising:

a step of providing web pages as an information input and output interface;

a step of registering in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from an engineer; and

a step of issuing task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report, and updating the state of progress in the market countermeasure task upon receipt of the task sheet returned from each of the technical divisions.

4. The technical support method according to claim 3, wherein said progress state updating step is configured to visualize the state of progress in the market countermeasure task.

5. A recording medium having a program recorded for a technical support system server including a claim handling section which registers in a knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined

items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from the engineer, said program

5   being executable for causing said claim handling section to perform a process of issuing task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report, and updating the state of progress in the market

10   countermeasure task upon receipt of the task sheet returned from each of the technical divisions.

6.   The recording medium according to claim 5, wherein the program is configured such that said claim handling section performs a process of visualizing the

15   state of progress in the market countermeasure task.